



Case Study:

Care Coordination and Air Transport

Location: Undisclosed international location to the U.S.

Duration: March 2020



Situation:

While traveling for business, a 43-year-old American male experienced the onset of possible COVID-19 symptoms – shortness of breath, fever, weakness and persistent cough. He quarantined and tested positive for the virus. He was hospitalized after experiencing shortness of breath, treated and discharged with oxygen and virtual health visits to monitor his condition.

Outcome:

- UnitedHealthcare Global's Emergency Response Center (ERC) was engaged, tasked with bringing the member home. They faced two major challenges:
 1. Acquiring proper COVID clearance documentation from the local health department
 2. Getting a clear clinical picture of the member's medical status to help ensure safe travel
- The ERC team – in collaboration with the member's health care providers – facilitated a medical evaluation at the member's hotel which provided him clearance for travel.
- They arranged for the member to visit the local health department to obtain the proper documents for international travel.
- Once his medical status was obtained, the ERC arranged air ambulance transport services to deliver the member to the U.S.